



**Rosalie Nursing Care Centre**

# **STAFF HANDBOOK**

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Appendix A - Organisational Chart

This handbook has been prepared so that you may be better informed about policies, procedures, benefits and other issues concerning your employment. We appreciate the service of those of you who have been with us for some time and we welcome new employees.

Our working conditions and some things about our jobs have changed over the years as the Association has grown and as things have changed in our industry. These facts have necessitated changes in the Association's policies and practises from time to time. This handbook contains information which will ensure the smooth operation of our services and your well-being as an employee. The Association reserves the right to delete, amend or modify these policies and practices as the need may dictate.

All employees are expected to be familiar with and abide by the information in this handbook.

A copy of the facility's mission, aims and objectives and philosophy is attached. It is anticipated that your expertise, experience and attitude will assist us to achieve these and abide by our philosophy. If you have any questions regarding anything in this handbook, or your employment, please do not hesitate to ask the Director of Care – Christina McDonagh or the Human Resources Director – Simone Watson.

All staff are required to read this handbook and sign that they have understood and agree to the terms and conditions set out within.

## **1. INTRODUCTION**

Rosalie Nursing Care Centre prides itself in delivering excellent care to the elderly. Care is given in line with the standards set out by the Department of Health & Ageing.

Rosalie Nursing Care Centre is committed to providing quality care services to its residents and operates within a quality management framework. Continuous improvement is an important component in providing excellent quality care and residents, their families and staff are encouraged to participate in the improvement process by completing surveys and submitting improvement ideas to the Director of Care. All suggestions are gratefully received and are explored as to their feasibility, taking into consideration the wishes of other residents, the philosophy of the Association, budgetary constraints, practical implications and, most importantly, the improved outcome for residents. These improvements are reported to all staff at staff meetings.

When a resident enters Rosalie Nursing Care Centre, it becomes her home and staff must at all times consider the residents as the hosts and themselves as visitors.

Rosalie Nursing Care Centre is owned by the Alzheimer's Association of Queensland Inc.

Rosalie Nursing Care Centre has been established since 1963. It is and has always been a home for women. We have 40 residents occupying double rooms.

Rosalie Nursing Care Centre is situated in the suburb of Rosalie which may also be referred to as Paddington. We are close to the Milton Railway Station, Paddington and the Rainworth bus runs at the bottom of the street by Milton State School. The Centre is also a short walk from Milton Road and Coronation Drive.

## **2. Conditions of Employment**

Your employment is governed by the Modern Award. This instrument outlines your employment conditions as specified in the Fair Work Act 2009. Your letter of offer and terms and conditions of employment will form the basis of your employment.

## **3. Orientation**

The Director of Care is one of many who want you to succeed in your job. Only by working together as a team with our supervisors and other employees can we continue to be successful and at the same time satisfy our residents' needs.

Your Supervisor is an experienced employee who will give you full opportunity to learn the best ways of doing your work. If you have any problem or difficulty in performing your work properly or if you have a question about any job duties, please talk over your problem with your immediate Supervisor. He or she is always willing to help you and is the best source of information.

## **4. WHAT YOU CAN EXPECT FROM US**

### **4.1 Annual Leave**

Annual leave entitlement is in accordance with the current modern awards; Nurses Award 2010, Aged Care Award 2010, Health Professionals and Support Services Award 2010, and the National Employment Standards (NES). Copies of the relevant awards and National Employment Standards are kept on site in the e nurses' station. Annual leave (applicable only for permanent part time or permanent full time employees) will accrue progressively throughout the year based on the employee's ordinary hours of work.

If new employees terminate at any time within the first twelve (12) months of joining the Association they will receive a pro rata annual leave payment, or as per the Award.

All annual leave (paid or unpaid) requests must be submitted to your Director of Care as soon as possible. Approval for leave will be based upon the needs of the Association and can be taken not less than (1) week's duration. However, up to one (1) week's leave may be taken daily, but at least twenty one (21) days' notice should be given in writing to the Director of Care on the leave application form.

Staff employed by the Alzheimer's Association of Queensland must not accrue more than one (1.0) years' annual leave entitlement and should arrange to take annual leave as it falls due.

If you have any specific requests regarding your annual leave period, it is asked that you put these in writing as early as possible. While reasonable consideration is given to your requests, the final discretion on timings for leave rests with the Director of Care.

Only under specific circumstances will unpaid leave be granted and will be at the discretion of the Director of Care. Adequate notice must be given of intent for unpaid leave, and the request must be sought in writing on the leave application form.

## 4.2 Long Service Leave

Long service leave entitlement is in accordance with current modern awards; Nurses Award 2010, Aged Care Award 2010, Health Professionals and Support Services Award 2010 and the National Employment Standards (NES). Copies of the relevant awards and National Employment Standards are kept on site at the Rosalie Nursing Care Centre.

## 4.3 Parental Leave

Parental leave allows employees to take time away from work for the birth or adoption of a child. The term “parental leave” encompasses several types of complementary entitlements, including:

- ❖ Government funded parental leave pay
- ❖ Unpaid parental leave
- ❖ Adoption leave
- ❖ Foster parent leave

The Paid Parental Leave scheme (Government funded) is an entitlement for working parents of children born or adopted from the 1 January 2011. Working parents, including full-time, part-time and casual workers may be eligible for Parental Leave Pay if they meet the scheme’s eligibility criteria.

You have to be an Australian resident, be the primary carer, and meet the work and income tests in order to be eligible.

The Government funded paid leave scheme does not provide eligible employees with a new entitlement to leave, the leave entitlement remains the same the only difference is there is an entitlement to paid parental leave. The scheme provides Government-funded Parental Leave Pay at the National Minimum Wage for a maximum period of 18 weeks. Parental Leave Pay can commence from the date of birth or adoption, or at a later date. It must be taken in one continuous period and must all be used before 12 months from the date of birth or adoption. Parental Leave Pay is taxable and can be received before, after, or at the same time as existing entitlements such as annual leave, long service leave etc.

Under the NES (National Employment Standards) employees with 12 months or more of continuous services with an employer are entitled to take up to 12 months of unpaid parental leave from work. You can also request an additional 12 months unpaid leave on top of this.

In order to apply for Parental Leave, the employee must give written notice to the Association. This notice must be provided at least 10 weeks before the start of the leave with the intended start and end dates of the leave. These dates must be confirmed again at least four weeks prior to going on leave. Evidence, such as a medical certificate or statutory declaration, of the expected date of birth or date of placement or adoption will also be required.

To apply for Parental Leave Pay, you must contact Centrelink, who will then contact the Association to arrange payment. You will receive fortnightly payments in line with the current pay cycle and will continue to receive your payslips.

#### **4.4 Personal/Carer's Leave**

Being at work in accordance with your roster is expected and is considered an important factor in overall employee performance.

We recognise that occasionally it may be necessary for you to be absent from work as a result of illness. Personal/Carer's leave (only applicable to permanent part time and full time employees) accrues progressively throughout the year according to the employee's ordinary hours of work, at the rate of 10 days per year of service.

Employees must complete and submit a Leave Application form before personal/carers leave will be paid, and may be required to provide evidence of illness or injury to the satisfaction of the Association.

An employee is required to promptly notify their Supervisor if they are going to be absent from work due to illness or injury, and of approximate duration of their absence, if the employee fails to promptly notify the employer (unless it is due to circumstances outside of the employee's control) the Association is not required to pay the employee for the day, and may commence disciplinary action.

If an employee is absent for more than 2 consecutive days and is absent prior to or after a public holiday, the employee may be required to provide a medical certificate that states the nature of the illness, and the period of required absence from work. The Association may question a medical certificate that is illegible, post-dated, lacks detail or does not certify the authenticity of the illness. If satisfactory evidence is not provided, the employer is not required to pay the employee for the absence, and may be able to commence disciplinary action against the employee.

At least (6) hours notice is required, if possible, for absence from work to allow time for a replacement.

##### **More personal leave rules:**

- Personal leave is not paid on termination
- An employee who suffers illness or injury during another form of leave (eg annual leave) cannot "swap" that other leave for personal leave without consent
- Personal leave is not intended to be used for pre-scheduled or routine medical appointments
- Personal leave cannot be cashed out
- Personal leave is only paid where there is an entitlement. If personal leave has not been accrued, there is no obligation for payment.
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#### **4.5 Compassionate Leave**

Compassionate Leave is a paid entitlement of two days provided under the Act to all employees, except for casuals. It is separate from personal/carers leave entitlement, in that it is paid from the employers own pocket and is not deducted from an employee's personal/carers leave accrual. The entitlement is available to an eligible employee for each occasion where a member of their immediate family or household:

- Has an illness or injury that poses a serious threat to their life (to spend time with)
- Passes away (to grieve, make arrangements and attend funeral)

#### **Definitions**

An immediate family member includes: a spouse, child, parent, grandparent, grandchild or sibling of the employee, or of the spouse of the employee.

A spouse includes: a former spouse, a de facto spouse, and a former de facto spouse

A child includes: an adopted child, a stepchild, and an adult child.

Payment for compassionate leave is at the rate that the employee would reasonably have expected to receive had they actually worked.

#### **4.6 Staff Meetings**

The Association believes that regular meetings of staff in its service are essential to reinforce teamwork, quality processes and provide opportunities for open communication.

It is a condition of your employment that all employees are required to attend the regular staff meetings. If the staff meeting is held on a day that you are not rostered please see your Director of Care if eligible to claim for attending the meeting.

#### **4.7 Commitment to Training**

The Association encourages the professional development of employees through attendance and participation in approved meetings, seminars, conferences, symposiums etc. which are directly related to the Association's operations, activities and objectives and which will place employees in a position to improve their job performance. It is the responsibility of the Association and its employees to ensure that all staff are appropriately trained and have current knowledge related to their field

Opportunities for training may be limited by budget considerations. Prior approval will need to be obtained before any training is authorised.

#### **4.8 Public Holiday**

If your shift falls on a recognised public holiday, you will be required to work that shift. Payment will be in accordance with the pay rates set down for that public holiday.

**A copy of the award and NES (National Employment Standards) are located in the Director of Care's office. Or alternatively are accessible by using the link:**

<https://www.fwc.gov.au/awards-and-agreements/awards/find-award>



#### **4.9 Library**

The Alzheimer's Association of Queensland has an extensive library which is located at the Association's Resource Centre. All staff are eligible to borrow any reference material, books, video tapes, DVD and journals. A borrower's registration must be completed before borrowing is permitted.

Please remember, these items are the property of the Alzheimer's Association of Queensland and must be returned in good condition and on time.

### **5. COMMUNICATION**

#### **5.1 Communication Diaries and Memo Folder**

We have a staff communication diary located at the nurses' station, which is to be read at the start of each shift. Entries into the diary can be made by any member of staff. However, entries should not disclose any references to resident's clinical problems, rumours, gossip or vindictive comments. There is also a memo folder located in the nurses station. Please initial these to show that you have read and understood the memos in this folder.

#### **5.2 Notice Board**

This is situated in the staff room and also in the hallway adjacent to the Director of Care's office. Notices will be displayed as they become necessary. Please check the notice board each time you are on duty.

#### **5.3 Change of Address, Telephone or Bank Accounts**

Employees are expected to keep the Association informed of any change regarding their records. Changes in any of the following categories should be reported to the Director of Care as soon as they occur:

1. Change of address
2. Change of telephone number
3. Change of emergency contact
4. Legal change of name
5. Change in marital status or taxation status
6. Any change and/or addition to qualifications/Blue Card etc.

#### **5.4 Handover**

Between the AM, PM and night duty shifts, a handover is given. This must be brief and to the point. No unnecessary gossip will be tolerated and residents' privacy and confidentiality must be maintained at all times i.e. the content of any discussion must be at a level that is audible only to those present in the briefing. A brief handover will be given by the RN/EN to oncoming care staff at the commencement of their shift.

### **5.5 Open-Door Policy**

It is to be hoped that if any staff member who is experiencing any work relates issues they will bring the matters to the attention of the Director of Care. All discussions will be treated in confidence.

## **6. YOUR COMPENSATION AND HOURS OF WORK**

### **6.1 Awards**

Employees' wages are calculated on a fortnightly basis. You will have your wage deposited directly into an account with the financial institution of your choice. The Association cannot be held responsible for delays in transmission to the financial institution/s.

Apart from income tax deductions, any deduction will need to be authorised by you in writing. Requests for deductions are to be submitted to the Payroll Department. Non authorised deductions by you may include orders from either the ATO or the Family Law Courts.

Hourly rates will be in accordance with the current modern awards; Nurses Award 2010, Aged Care Award 2010, Health Professionals and Support Services Award 2010 and the National Employment Standards (NES).

### **6.2 Superannuation**

Where applicable all employees are eligible for employer-funded superannuation in accordance with the Superannuation Guarantee Act.

It is a requirement that you nominate which superannuation company you wish to belong to, by signing an application form to join the nominated superannuation fund, within the first pay period of employment. If you do not nominate a superannuation company of your choice, the Association will use their default fund.

### **6.3 Registration of Regulated Staff**

Registered Nurses, Enrolled Nurses and Allied Health Practitioners must hold current registration with the National Governing body AHPRA (Australian Health Practitioners Regulatory Authority). Renewal of this your license is to be recorded with the Director of Care by 30 June each year. Neglecting to do so, will result in you not being permitted to work until evidence of registration is present or your registration is showing as being current on the AHPRA website.

It is the responsibility of all regulated staff to ensure that they maintain current knowledge in their field and also to ensure they meet the requirements of the CPD (Continuous Professional Development) component of their registration.

### **6.4 Commencement of Employment**

At the commencement of employment, the following forms and documents must be completed and submitted to the Director of Care before the first pay:

1. Application for Employment,
2. Employee Bank Details
3. Letter of Offer
4. Terms and Conditions
5. Superannuation choice of fund form
6. Timesheet
7. Tax File Number Declaration
8. Code of Conduct
9. Current Police Certificate
10. IT Security
11. If applicable, copy of your Passport
12. Copy of any applicable work right visa

Staff will not be eligible to work until a current National Police Certificate is provided.

Rosalie Nursing Care Centre uses a computerised clinical documentation system (iCare). All nursing and personal care staff will be supplied with a user name and must select their personal password before commencing their first shift.

#### **6.5 Proof of Experience and Qualification**

Proof of Qualifications must be given to the Director of Care prior to commencement of first shift. Original documentation may need to be sighted or a copy signed by a Justice of the Peace.

Proof of experience and years of service must be given to the Director of Care prior to commencement of first shift, if none is provided then staff may be paid at first year rates.

If it is necessary to obtain proof of hours from a previous employer, backpay will be given from the date of commencement if the proof is given within four (4) weeks of commencement date.

If proof of experience is not provided within four (4) weeks of commencement, the higher rate of pay will only become payable from the date the proof is supplied.

#### **6.6 Paydays**

Rosalie Nursing Care Centre's pay period of fourteen (14) days is from Wednesday a.m. to the end of the final shift on Tuesday. Pays will be transferred to a bank account of your choice the day after the end of the pay period.

As the payment is processed by electronic funds transfer, please ensure that you provide your **exact** six number BSB number and your **exact** account number.

Should statutory holidays occur during the two working days following the completion of a fortnightly roster period, payment of wages may be delayed no longer than the period of such statutory holidays. It is strongly recommended that direct debit payments from your bank account are not scheduled for pay day in case there is a slight delay in the receipt of wages into your bank account. The Association will not be accountable for any additional bank charges incurred as a result of late receipt of wages.

## **6.7 Timesheets**

It is each employee's responsibility to complete their own timesheet, which includes:

- Signing on and off at the beginning and end of each shift
- Stating the beginning and end of mealbreaks
- Requesting any pay for leave on the bottom of the timesheet
- Initialling any errors
- Totalling the number of hours worked
- Ensure you sign the timesheet in the appropriate place once all shifts are complete

Any entries not included could result in non-payment of wages.

This is the official payroll record from which pay is computed. Unless an employee is authorised to work overtime, (he/she records their normal commencing/arrival times) overtime will not be paid.

An employee seeking to claim for unauthorised overtime will have their claim rejected and will not be paid.

The taking of all meals breaks and any other absences must be recorded on time sheets.

## **6.8 Meal Breaks (Lunch)**

Employees are entitled to a meal break of a minimum of 30 minutes. This is normally taken after working 5 hours. All employees are expected to take the meal breaks. Please consult your roster and Supervisor for further details. There are circumstances where the meal break is taken but the regulated staff member is unable to leave premises, in these circumstances the meal break is a paid break.

## **6.9 Salary Sacrifice**

Salary sacrificing arrangements may be offered to full time, permanent part time or casual staff members who work more than 3 shifts per week.

Salary sacrifice is a system whereby a portion of an employee's gross salary or wage is paid as a benefit before tax, rather than directly as salary, thereby usually reducing the amount of tax paid by the employee on the income.

The Association offers salary sacrificing through the Employment Benefits Card facility offered by the Westpac Bank. Other options may be available, please call the Payroll Office to discuss.

Please contact the Director of Care or the Human Resources Manager for further information.

Please note: AAQ is a Public Benevolent Institutions (PBI) and therefore able to access these salary sacrifice arrangements.

## **6.10 Rosters**

Rosters are kept in a folder in the nurses' station. They are displayed three (3) weeks in advance. Changes may occur throughout the roster period, you must ensure that you check your roster regularly. Seek immediate clarification from your Director of Care or Administration Assistant if you have queries.

The Director of Care, Clinical Nurse or Admin Assistant are the only authorised personnel to approve or alter the roster.

## **6.11 Attendance and Absenteeism**

Regular attendance contributes significantly toward better team effort and operations; each employee is very important to the smooth operation of the Association. Good attendance is an essential component of solid employee performance.

Occasionally, however, it may be necessary for you to be absent from work as a result of illness, injury or other appropriate personal reasons. In such cases, you are expected to give your Supervisor as much advance notice as possible before the beginnings of your scheduled starting time. This advance notification is necessary in order that appropriate arrangements can be made to handle your work during your absence. If you must leave work, your Supervisor should be notified as far in advance as possible.

### **Absences are classified into two categories – Excused and Unexcused.**

**Excused Absences** - Excused absences are earned through length of service or are a result of factors beyond your control, such as holidays, annual leave, sick leave, bereavement leave.

It is expected you will commence work on time. Unavoidable delays cannot be foreseen, but a quick call would be appreciated if it is possible to make one.

**Unexcused Absences** - Unexcused absences occur upon failure to report to work as expected. Any unexcused absence of any duration will be considered an occurrence. Employees will receive a disciplinary warning for each occurrence. Two or more occurrences of unexcused absence within a three (3) month period will result in disciplinary measures up to and including dismissal.

Being on the job, ready to work and on time, and in a fit state is very important. Each employee was hired for a specific contribution to the overall business of the Association. When you are absent or late, you are missed and the service experiences disruption.

If you are going to be absent or late unexpectedly, you must call your Supervisor at or before the assigned starting time. Texting your employer is unacceptable. Without this notification to your Supervisor, your absence will be counted as unexcused and could have a detrimental effect on your future employment.

Further to this, you are expected to remain at your work assignment for your full work period

except for lunch and break periods. Do not leave the job without your Supervisor's permission. Anyone who is absent for more than one day must stay in regular contact with his/her Supervisor (i.e., three-day virus infection – call each day; 3 weeks leave for surgery – keep in regular contact).

#### **6.12 Reporting Accidents and Incidents**

In order to fulfil the Association's workplace health and safety objectives, the Association is committed to ensuring all injuries and incidents that occur are reported promptly and accurately.

Reporting injuries and incidents aids in the initiation of preventative actions to control or limit future incidents, which may endanger the health and safety of employees. It is only reporting every injury and incident that the proper treatment for injuries can be given and appropriate action taken to prevent further incidents occurring. These arrangements also apply to particular illnesses and diseases which may become apparent.

Occupational injuries that require medical treatment other than first aid or that result in lost time, are required by state and federal laws to be reported by the Association. In either of these instances, the facts are to be reported to your Supervisor as soon as possible after the occurrence, and the appropriate report forms completed.

All employees must report all work related injuries and incidents, no matter how small.

All employees should be aware of the Policies and Procedures surrounding incident reporting including workers' compensation and rehabilitation.

#### **6.13 Workers' Compensation**

If you are injured at work you will be subject to the coverage of the workers' compensation cover held by the Association. Any 'on-the-job' injury must be reported to your Supervisor as soon as it occurs, and full details recorded.

You must promptly complete the appropriate Workers Compensation Application form available from your Supervisor, and forward all medical certificates and accounts to your Supervisor or HR Manager who shall then pass these items on to Workcover. Please ensure that the Incident Reporting Form is completed as soon as possible following the incident.

### **7. PERSONNEL AND TRAINING POLICIES**

#### **7.1 Probationary Period**

All new employees will undertake initial employment, which is known as "minimum employment period". The length of the minimum employment period (probationary period) is for six (6) months.

During this probationary period, your Supervisor will evaluate your work, personal traits, willingness and general fitness for the job.

## **7.2 Staff Assessment and Training Tool**

Assessments are conducted annually by the Director of Care. After your assessment, you will have a discussion with the Director of Care where any problems will be discussed. All assessments will be confidential.

All employees are expected to comply with performance standards relevant to the Association. Failure to consistently achieve the levels which are set in line with the Associations standards/guidelines, industry standards and your Position Description will result in counselling, training, and as a last resort, disciplinary action, which may unfortunately, lead to termination.

## **7.3 Full-Time, Part-Time and Casual Employees**

Employment classification is as follows:

- Full-time Permanent Employees. Employees hired to work the normal, full-time 38 hour week on a regular basis,
- Part-time Employees. Employees hired to work more than 16 hours per fortnight and less than 75 hours per fortnight
- Casual Employees. Employees engaged as a casual to work on an hourly basis for the Association, whose hours of employment may be varied from time to time as required. The maximum number of hours worked may also be specified in your Award.

## **8. WHAT WE CAN EXPECT FROM YOU**

### **8.1 Employees Code of Conduct**

#### **8.1.1 Conduct**

All employees shall be expected to conduct themselves in a professional manner. This will be in keeping with Rosalie Nursing Care Centre's policy of recognising that the home is the residence of elderly people who have the right to expect dignity, respect, privacy, confidentiality and courtesy from the staff employed at Rosalie Nursing Care Centre.

#### **8.1.2 Language**

All staff are expected to speak in a gentle, supportive manner when on duty. Residents are to be addressed in a respectful manner and inappropriate terms of endearment are to be avoided at all times. English only is to be spoken during the course of your work except in the circumstances where the resident's first language is more appropriate. Inappropriate verbal incidents may result in disciplinary procedures being initiated.

#### **8.1.3 Rumours and Gossiping**

Rumours are always destructive to all concerned – they benefit no one. For information about the Association or about things that are being done that you think will affect your job, ask your Supervisor. Please feel free to do this. Don't depend on rumours; get the facts.

You are expected to discourage the practice of starting or spreading rumours and gossip and to refrain from being a party to such actions, as they can only harm harmonious working relationships in your service.

#### **8.1.4 Alcohol and Substance Abuse**

The misuse of legitimate drugs, or the use, possession, distribution or sale of illicit or non-prescribed controlled drugs on organisation premises is strictly prohibited and will result in disciplinary action, up to and including dismissal. Except at approved functions, no employees shall consume, have in their possession, distribute or sell alcoholic beverages or any other mind altering substance on organisation premises. To do so is a prime cause for termination of employment. Employees may be subjected to random Drug and Alcohol testing based upon reasonable suspicion.

Being unfit at work because of use of drugs or alcohol is strictly prohibited and is grounds for dismissal. While this policy refers specifically to alcohol and drugs, it is intended to apply to all forms of substance abuse.

Contractors and common carriers are also covered by this policy. Those who violate the policy will be removed from the Associations premises and may be denied future entry.

If a person is deemed to be under the influence of drugs or alcohol during work hours, then that person will be required to take sick leave until they are no longer affected by the drugs or alcohol.

#### **8.1.5 Food and Beverages**

Staff will not consume food (including snacks) and beverages that have been provided for residents and their families or visitors. Tea, coffee and some snacks are provided to staff in the staff lunchroom. Meals are able to be purchased from the kitchen if requested. Please see the Administration Officer for meal prices and purchase of a meal ticket. Failure to observe this directive may result in disciplinary procedure being initiated.

#### **8.1.6 Your Appearance and Grooming**

All employees are to be neat and clean in person and wear appropriate attire at all times.

As a guide you must ensure:

- Hair is neatly trimmed or styled
- Hair, if long, must be tied back for safety and hygiene reasons
- Nails must be kept short and any lesions on the hand must be covered with a waterproof dressing
- Clothing and accessories are appropriate to the position held, and meet job requirements and professional capacity
- Enclosed non slip soled footwear should be worn at all times
- Nail polish, false nails or acrylic nails in a care setting is not acceptable



- Jewellery and body piercing must not pose a Workplace Health and Safety risk
- Externally visible body piercing and tattoos is unacceptable.

In the case of uniformed employees the following dress rules shall apply:

- If you have been provided with a uniform, it is expected that you will wear the uniform items as prescribed and as appropriate to the season or prevailing conditions.
- Uniform items, e.g. shirts, blouses and jackets shall be correctly worn, and laundered as required.

Upon termination of employment, all items of uniform supplied by the Association are to be returned to the appropriate person in good clean order and condition with due consideration for fair wear and tear.

#### **8.1.7 Internet access, Email usage and Social Media**

Computers/electronics (IT) resources are provided for the purpose of conducting authorised business.

These resources may include, but are not limited to telephone, mobile phone, facsimile, computers, electronic mail (e-mail), World Wide Web (www) and voice mail.

All employees must realise when they use the Associations resources, they are representing the Association and are publishing facts or views that may be used as evidence in court.

Employees must be aware of the instantaneous nature of IT related communications; it is easy to fire from the hip and unnecessarily inflame professional relationships. The conversational style of e-mail in particular, can lead to your intended message being misinterpreted.

All employees need to be aware that the Associations policies on sexual harassment and workplace harassment apply to the transmission of offensive material either through the www or e-mail. The distribution of pornographic or sexually explicit material through the Associations e-mail or other electronic means will not be tolerated and will be dealt with as a serious disciplinary issue.

The Management may authorise access to any information stored on the Associations IT resources. This is to ensure continuity of business at all times.

Staff are to ensure that they are familiar with the Association's Technology Security procedure (RNC-P-21.0) and in particular section 4.2 which prohibits staff from conducting personal business on the Association's computers. Staff must also at all times comply with AAQ Social media policy.

#### **8.1.8 Uniforms – All**

The uniform is to be worn by the Nursing, Personal Care Staff and Hospitality staff (ie Kitchen, Laundry, Cleaning etc).

One shirt and one pair of pants will be provided to you by the Association annually. If the staff member prefers to order two shirts, they are able to order such but must be mindful that the pants/skirts that the staff member chooses to wear must be tailored navy bottoms. Other uniform items are able to be purchased through the Association at your own cost. Payment options are listed on the uniform order form. Uniform must be worn as a set and are not to be matched with other clothing.

All uniforms are to be laundered by you and are to be kept in good repair. Please note, bleaches are not to be used when laundering the uniforms but Napisan, Preen etc is fine.

If, for whatever reason, you cease employment with the Association all uniforms provided by the Association must be returned prior to your last shift. The uniform must be returned laundered and in good repair.

The AAQ uniform consists of:

- Tailored navy trousers - full length pants, three quarter pants, tailored shorts, skirts and/or culottes
- Blouse (female staff) – blue and white checked for Nursing Assistants, indigo for Registered and Enrolled Nurses, white or black polo shirt for hospitality personnel
- Shirts (male staff) – blue and white checked shirt for Nursing Assistants, indigo shirt for Registered and Enrolled Nurses, white or black polo shirt for Hospitality staff

Deleted:

As a new employee you are required to adhere to the following until your AAQ uniform is supplied:

- Nursing staff (female) are required to wear navy skirt, culottes, tailored shorts or slacks with a blouse of a discreet nature i.e. no midriffs showing.
- Nursing staff (male) are required to wear navy tailored shorts or slacks with a smart casual tailored shirt
- Hospitality Staff are required to wear neat and tidy shirts and slacks or tailored shorts
- Clean shoes and clothing is expected. Appropriate dress is expected at all times. Shoes must be rubber soled, no sling backs or open toes for safety reasons. Clean and neat joggers are also acceptable.
- Jewellery is not permitted except for a plain wedding band, wrist watch (RN's only) gold or silver ear studs or sleepers may be worn. Single discreet neck chains are permitted. However, staff will be asked to remove any inappropriate chains or other pieces of jewellery including nose, cheek, lip, tongue and eyebrow piercing.

### 8.1.9 Sexual Harassment

It is policy of this Association to maintain a working environment free from all forms of sexual harassment or intimidation. Unwelcome sexual advances, requests for sexual favours or the display of offensive material, which can create a hostile or offensive work environment and other verbal or physical conduct of a sexual nature are serious violations of our policy and will not be condoned or permitted.

**Sexual harassment can take various forms; examples include but are not limited to:**

- Unwelcome touching, hugging or kissing;
- Staring or leering;
- Sexually suggestive comments or jokes;
- Sexually explicit pictures, screen savers or posters;
- Unwanted invitations to go out on dates;
- Requests for sex;
- Sexually explicit emails or SMS messages.

Not only is sexual harassment a violation of our policy it is illegal under both federal and state anti-discrimination laws. Any employee who is subjected to sexual harassment or intimidation by a fellow employee/supervisor, should contact the Management. All complaints of sexual harassment will be treated seriously and investigated promptly, confidentially and impartially. Complaints can be lodged verbally and followed up in writing. Disciplinary action will be taken against anyone who sexually harasses a co-worker, customer, supplier or any other person in the workplace. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

#### **8.1.10 Equal Employment Opportunities**

The Association is an equal employment opportunity employer. All employees are treated on their merit, without regard to race, age, sex, marital status, sexual orientation or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, and their ability and enthusiasm to maintain our standards of service.

**Under Qld State Anti-Discrimination laws, discrimination in employment on the basis of the following attributes is prohibited:**

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breast feeding
- Age
- Race
- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities
- Association with, or relation to, a person identified on the basis of any of the above attributes.

If you have any questions or concerns about discrimination or inequity in the workplace you should bring them to the attention of Management immediately.

If you believe there have been a breach of this policy you must address the situation. Do not assume the issue will resolve itself. You should contact your Supervisor and outline the complaint in writing. Your Supervisor will take appropriate steps to handle the complaint. If you are unable to discuss the matter with your Supervisor, you should raise your complaint with the next level of Management.

The Association is committed to workplace equity. Disciplinary action will be taken against anyone who breaches these principles. Discipline may involve a warning, formal counselling, demotion or dismissal, depending on the circumstances.

In accordance with federal and state laws, we recruit, hire, promote and evaluate all personnel without regard to race, religion, colour, sex, marital status and handicap and any other discriminatory characteristic, except where such characteristic is an appropriate bona fide occupational qualification would prevent the potential employee from performing the job for which they are being considered. Job applicants and present employees are evaluated solely on ability, experience, qualification and the requirements of the job.

#### **8.1.11 Workplace Harassment & Discrimination**

Workplace harassment and discrimination occurs when a person is discriminated against or harassed because of their race, colour, descent or national or ethnic origin etc, as defined under the Racial Discrimination Act 1975 or because of their sex, marital status, pregnancy as defined under the Sex Discrimination Act 1984, and other grounds under the Human Rights and Equal Opportunity Act 1986.

##### **Workplace harassment is defined as:**

- any form of behaviour (including comments, jokes, and innuendo) which is unwelcome
- unwanted or uninvited and/or repeated behaviour that makes a person feel humiliated, intimidated or offended
- harassment can take many forms and may include physical contact, verbal comments
- inappropriate communication (including but not limited to email and text messages)

It is the responsibility of all employees to not participate in discriminatory or harassing behaviour within the workplace. Management/Supervisors are accountable for ensuring professional standards of conduct are observed at all times and to take immediate preventative action in any situation that has the potential to be construed as harassment.

This means acting as a role model for staff to demonstrate appropriate behaviour.

Incidents of harassment are to be treated seriously and immediate action must be taken to deal with complaints.

##### **What an Employee should do if they are harassed**

If an employee believes they are being harassed in any way, they should not ignore it. Take action in the following manner:

- Tell the other person in a direct and firm manner that their behaviour is offensive and unacceptable... tell them to stop. However, telling the person may not be enough to stop the unwelcome behaviour so be prepared to take further action.
- Keep diary notes of all incidents with details of the harassment, dates and times, name(s) of offending party and any response you made.
- Discuss the situation with their immediate Supervisor/Director of Care.

### **Complaints Procedure**

The Association has a complaints procedure which employees can use if they wish to take further action after speaking to their immediate Supervisor/Director of Care. The procedure is flexible. It provides an opportunity for action to be taken that is appropriate in each individual case. This could include mediation and conciliation and disciplinary action where appropriate.

In the first instance you are requested to formalise, in writing, your complaint with your immediate Supervisor/ Director of Care. It will be of assistance to your immediate Supervisor/ Director of Care in investigating the complaint if you are able to outline specific instances, dates, what was said or done, and witnesses in the written complaint.

If your complaint is about your immediate Supervisor/ Director of Care, again you are required to formalise, in writing, your complaint and send it to the HR Manager.

Again it will be of assistance to your immediate Supervisor/Director of Care in investigating the complaint if you are able to outline specific instances, dates, what was said or done, and witnesses in the written complaint.

#### **The aims of the procedure are to ensure that:**

- the harassment stops
- there are no reprisals for making the complaint
- where disadvantage has occurred that it is redressed; and
- awareness of the nature and consequences of harassment are increase

#### **The guiding principles are:**

- the right of individuals to be treated with respect;
- observance of natural justice (i.e. the right to be heard and respond to any allegation)
- observance of confidentiality
- acceptance of the legitimacy of the complainant's feelings
- support and protection for all parties
- empowerment of complainants; and
- preservation of a non-judgemental and non-adversarial approach by mediators.

The Association will make every endeavour to resolve complaints; employees can approach the Anti Discrimination Commission of Queensland (ADCQ) for advice.

### **When the employer receives a complaint:**

- Prompt action will be taken and the strictest confidentiality ensured.
- The complainant will be interviewed and the nature of the complaint clarified.
- The complainant may wish to seek independent advice and or representation
- The complainant will be notified of alternatives available in resolving the complaint.
- A full explanation of the conciliation process and possible outcomes of such action will be given to the complainant.
- The complaint will only be proceeded with if so requested by the complainant.
- A meeting between the employer and the alleged harasser will be arranged.
- The alleged harasser will be fully informed of the complaint, the name of the complainant and the complaint procedures.
- The alleged harasser may wish to seek independent advice and or representation.
- The alleged harasser will be given the opportunity to fully respond to the allegations and to assist in the complaint resolution.
- The complainant will be informed of the discussion and outcomes of the meeting between the employer and the alleged harasser. Any proposal for resolution will be discussed.
- Written records will be kept to establish the facts and all documents will be kept secure. Information on the allegation will only be accessible to those whose job it is to deal with complaints. These records may be accessed where it is appropriate and does not breach either Privacy provisions or individual confidentiality.

In the event of the Complainant being dissatisfied with the result of the process, or where the complaint involves the Supervisor, the Complainant shall have redress to Senior Management.

## **8.2 Disciplinary Procedures**

- 8.2.1** Staff are expected to follow the Association's procedures, policies, and position description at all times.
- 8.2.2** If instigated, disciplinary procedures will follow a prescribed order, unless otherwise determined by the relevant award.
- 8.2.3** When the Director of Care has concerns about the work performance or conduct of an employee, the Director of Care shall initiate counselling of the employee concerned to make them aware of the deficiencies in their performance and the standard of performance that Rosalie Nursing Care Centre requires the employee to meet.
- 8.2.4** At the commencement of counselling the Director of Care shall make the employee aware of the nature of the counselling and the specific areas of concern. Such counselling may or may not be concluded by the Director of Care giving the employee a verbal warning to improve performance or cease the conduct complained of.
- 8.2.5** Where the Director of Care believes that an employee's work performance and/or work conduct has not improved, the employer may counsel or further counsel as the

case may be and shall give a written warning outlining the Director of Care concerns and reasons for coming to that conclusion.

**8.2.6** A copy of the written warning and a record of the counselling session will be placed in the employee's personnel file. This form is to be countersigned by the employee. The employee will be able to document agreement or disagreement with the matters raised. The employee has the right to union representation or support person during this interview.

**8.2.7** Nothing in this procedure restricts the facility's right to summarily dismiss an employee in circumstances that warrant summary dismissal.

In relation to this procedure the employer shall ensure that:

- Where the employee has been counselled or warned to improve work performance or conduct, a reasonable time shall be given to enable the employee to comply;
- The employee is given an opportunity to respond to any concern or allegation made; and
- In a process where the employee is likely to be given a verbal or written warning, the employee is to be informed of their right to be accompanied by their Union or support representative.
- In the event of the matter recurring, the employee may be terminated. Dismissals are to take place only with the authority of the facility's Director of Care and Human Resources Manager.

### **8.3 Instant Dismissal**

Instant dismissal of an employee may occur for acts of gross misconduct.

### **8.4 Resignation**

An employee desiring to terminate their employment must submit their resignation in writing addressed to the Association. This should be submitted through the Director of Care.

The actual period of notice required is specified in your letter of employment and the relevant award for your job classification.

If an employee terminates their employment with the Association and at a later date wishes to be rehired they will be treated as a new employee.

An exit interview may be conducted for anyone who leaves the employment of the Association.

Your final pay will be credited to your bank account within 48 hours of your last day of work.

## **8.5 Grievance Prevention and Settlement Procedure**

It is hoped employee grievances will be resolved by negotiation and discussion with his/her supervisor.

If the grievance is still unresolved, the matter will be referred to management and the local industrial organisation representative or as otherwise determined by the relevant award.

If the grievance is still unresolved, then management and the appropriate union representative shall be advised and a meeting of parties arranged.

These above steps should take place within seven (7) days. Work shall continue until the dispute has been resolved. If the matter remains unresolved, the parties shall consider a mediation conference prior to referring the dispute to the State Industrial Commission.

No party shall be prejudiced as to the final settlement by the continuance of work.

## **9. Fire & Emergency**

Every staff member must read the Emergency Procedures Manual. All staff must be aware of their responsibilities in the event of an emergency and know the location and the use of the fire extinguisher. All staff must attend mandatory fire and evacuation training annually as per National Regulations and Standards.

It is essential for all staff working in a facility to be instructed on:

- General Evacuation Instructions -  
The means of escape from the building in the event of a fire
- First Response Instructions -  
The location and method of operation of fire-fighting equipment  
The location and method of operation of fire alarms or equipment for warning of fire
- Evacuation coordination instructions -  
The procedure to follow in the event of a fire

## **10. Orientation Program**

An orientation checklist will be completed at the commencement of your employment, and it is your responsibility to make sure you have the appropriate information and material to carry out your work both safely and within the guidelines of the "Standards". Orientation programs appropriate to your position will be conducted prior to commencement of your duties by the Director of Care or delegated representative.



## **11. Residential Education Day**

Every month the Association conducts a "Residential Education day" which is held at the Resource Centre. All new staff are expected to attend this day as soon as practicably possible and then on an annual basis. Mandatory training such as Infection Control, Manual Handling, Compulsory Reporting, Social Role Valorisation, Occupational Health and Safety and Incident Reporting are covered on this day.

Located at the nurse's station are manuals on Emergency Procedures, Workplace Health and Safety, Infection Control, Duty Guides, Position Descriptions. These are to be used as a reference and a checklist. You are expected to familiarise yourself with their content.

AAQ Quality Procedures can be located on the AAQ website, a shortcut appears on all computer desktops in the facility, and the password will be advised on your commencement.

## **12. Property**

Staff must take responsibility for their own valuables if brought to work. Handbags, backpacks, mobile phones and any other personal property are not to be left in the Nurses Station, storeroom or cupboards. Lockers are provided in the staff room for staff use and staff are reminded to leave the key in the lock when vacating the locker.

## **13. Car Parking**

Limited car parking is provided in the facility. Please do not park in designated "No Parking" areas or "Reserved" car parks. Car parking is available in Howard Street.

The area behind the nursing home (near the back door) must be kept clear for ambulances and disabled access.

## **14. Telephone Procedures – Answering the phone**

Please answer the telephone promptly, answering as follows – "Good morning, Rosalie Nursing Care Centre, this is (your name)". Please write down the message clearly, giving the date and time it was received and the name of the caller.

## **15. Telephone Usage and Courtesy**

All telephones in the Association have been installed for the purpose of carrying on and conducting our business; thus, personal calls must be limited and should be restricted to emergency situations. Should you have an emergency call to place, go to your Supervisor and get permission to use the Association's phone. Incoming calls of an emergency nature will be accepted and you will be immediately notified of any such calls.

Mobile phones must be switched off when on duty and can be accessed during meal breaks only. Mobile Phones are not to be carried on your person,

**16. Director of Care's Office**

The Director of Care's Office is kept locked when the Director of Care is not on site.

**17. Security**

The building is secured each day at dusk by locking all outer doors. An alarm system is activated by the PM registered nurse. Mobile security patrols check the premises three each night. Contact details are available in the Rosalie Nursing Care Centre phone number folder.

The building is unlocked by the night staff once daylight has come.

There are also security lights that come on automatically. Please report if any are not working.

**18. Maintenance**

Any defective item is to be recorded in the General Maintenance Register located behind the door in the Nurses' Station. The maintenance officer attends Rosalie Nursing Care Centre on Mondays and Thursdays and any other time when required.

Any "out of order" equipment is to have a "Caution – do not remove this tag" label (located in Nurses Station) placed in a prominent location on the equipment and be removed from service. Record the item on the general maintenance register.

**19. Smoke Free Workplace**

The Association has an obligation to provide a safe working environment and protect the health of staff and others and to maintain the highest possible health and safety conditions; it is against the law to smoke on the Association's premises at any time while at work.

Smoking is expressly forbidden in all buildings, vehicles and on Association property.

Smoking is only permitted during normal designated meal breaks or rest pauses beyond the five meter buffer around the perimeter of the residential aged care boundaries as per Government Legislation.

Employees who disregard this may be subjected to disciplinary action.

This procedure applies to all workers, contractors and visitors and within all areas of the workplace. We encourage all staff to seek advice to assist in quitting smoking.

Staff are required to be free of any smoking odours while working i.e. odours on clothes, hands, hair or breath.

**20. Gratuitous Gifts**

Small tokens of appreciation are acceptable as long as they are not solicited. However, should a resident or family insists on showing their appreciation by way of gift or donation, the staff

member concerned should request that they speak to the Director of Care. Under no circumstances is money or cheques to be accepted from residents or their relatives. The 'Suggestions, Comments or Complaints' form is available for residents or families to give a compliment for service received.

## 21. Confidentiality

All staff are required to sign a Confidentiality Agreement form upon commencement of employment at Rosalie Nursing Care Centre. Accordingly, there must be no discussion of a resident's personal or sensitive information outside the facility, in the corridors of the facility or in earshot of other residents or relatives. Resident's privacy and dignity must be respected at all times and staff are required to adhere to the home's privacy procedure (AAQ-P-12.0 Privacy and Confidentiality). Disciplinary action will follow if this procedure is not complied with.

## 22. Workplace Health and Safety

Safe work procedures are available on the AAQ website. It is every staff members' responsibility to read these procedures and agree to undertake safe work practices at the workplace.

### Prevention is Best

The Rosalie Nursing Care Centre has a no-lift policy to prevent injury, ensure safe practices and avoid exposing staff and residents to unnecessary risk. It is, therefore, everyone's responsibility to adhere to recommended practices and procedures.

All incidents/accidents are to be reported on the appropriate forms by staff, residents and visitors.

In the case of nursing staff, assistive lifting equipment is supplied by management and **MUST** always be used according to the resident's Care Directive located in the resident's room. **Any staff member, who attempts to transfer a non-weight bearing resident, or manually lift a resident without the assistance of another staff member and a mechanical hoist, will be subject to disciplinary action which may result in dismissal.**

- All liquid spillages on the floor must be wiped up immediately as they occur.
- Any food spilt must be wiped up immediately.
- Notices must be displayed when cleaning is in progress.
- Any equipment malfunctions is to be reported to the registered nurse/enrolled nurse on duty immediately and a hazard form completed. The equipment is to be taken out of circulation, a warning notice attached stating the malfunction and recorded on the maintenance register.
- Wheels are to be locked on beds, fall out chairs and hoists

Infection control principles apply at all times. Please refer to the ["Prevention and Control of Infection in Residential and Community Aged Care"](#). From time to time during the course of your employment in-services will be held on infection control and knowledge surveys conducted.

### **23. First Aid**

You must report any injury to the Registered Nurse/Enrolled nurse on duty before attending to any problem.

### **24. Immunisation**

It is recommended that all workers in a healthcare setting are vaccinated against Hepatitis B. It is also recommended that all staff avail themselves of Fluvax vaccination for the protection of the residents, themselves and their families. Staff will be reimbursed for the cost of the fluvax if they visit their own GP.

### **25. WHAT THE FACILITY OFFERS OUR RESIDENTS**

#### **Our Residents**

Rosalie Nursing Care Centre is the home of its residents. You are the guest in their home and accordingly our residents must be afforded privacy, dignity and respect at all times. The resident will be acknowledged as a member of the wider community with all attendant rights and responsibilities and as having a unique social, familial, cultural, religious and spiritual experience. There is recognition that each resident's relationships are based on these experiences and include differences as well as similarities to others.

The Management and staff at Rosalie Nursing Care Centre will assist and encourage all residents to maintain links with the community, through assessment on admission that identifies current and past interests and lifestyle choices and other information that will enhance resident's independence.

All staff should understand that each resident has both a past and a future upon which plans, daily choices and decisions may be based.

The needs, wants and expectations of the resident will be determined and the goals and objectives to achieve these goals developed, documented and understood by all personnel.

The resident will be involved in the determination of current and future requirements and will be asked to assess the achievements of these requirements and suggest opportunities for improvement.

#### **Resident's Rights**

Residents of Rosalie Nursing Care Centre are provided with a safe, comfortable, non-threatening, friendly and secure living environment. You are expected to contribute to providing a welcoming atmosphere and assist new residents to adjust to residential care with compassion, kindness and sincerity.

Resident's rights are protected by the Charter of Resident Rights and Responsibilities and conditions imposed by the resident agreement including the knowledge that their place in the facility is protected and secure.

## **Choice and Decision Making**

Staff must understand and respect each resident's right to determine plans, daily choices and decisions about aspects of her/his life e.g. time of rising, choice of clothes, grooming and hygiene choices, meal times, activities etc.

## **Hotel Services**

Rosalie Nursing Care Centre is committed to providing quality care and services to its residents.

### **Laundry**

All clothing is washed in industrial washers by our offsite Laundry provider. When selecting clothing, relatives need to take this into account. At Rosalie Nursing Care Centre we have a labelling machine to label resident's clothes. This process assists us in returning clean laundry to the correct resident's cupboard. Please remind families to bring all new clothing to the Nurses Station for labelling before being put into cupboards.

### **Meals**

A four weekly rotating menu, with seasonal fruit and vegetables, is provided. These menus are regularly reviewed by a qualified dietician. Residents have the opportunity for choice with their meals. Family members are welcome to join their relative at meal times. Twenty-four hours notice is required by the kitchen.

Meals are served at the following times. However, this is a guide only, as residents may choose to eat outside of these times for various reasons.

8.00 - 9.30am	Breakfast
10.00am	Morning Tea
12.00pm	Lunch
3.00pm	Afternoon Tea
5.00pm	Tea
7.30pm	Super

Special Diets are provided as required, e.g. vegetarian or diabetic. Culturally specific meals can be prepared as appropriate. Theme days are planned throughout the year and include menus specific to the theme e.g. Chinese New Year, St. Patrick's Day, Australia Day, etc. Extra drinks and sandwiches are available on request.

Birthdays are celebrated with a cake and staff are invited to join in the resident's birthday celebration. If a resident requests that we do not observe their birthday in this fashion, we accede to their wishes.

## **Cleaning**

The facility is cleaned on a daily basis. Every effort is made to ensure that there is minimum disruption to the residents' daily routines. However wet floors are sometimes unavoidable and extreme care should be taken wherever wet floors signs are displayed.

High cleaning i.e. ceiling fans, screens, heaters, etc. will take place periodically and again this process will be facilitated with the least amount of disruption to residents.

*The Director of Care and staff have pleasure in welcoming you as a member of our staff team and wish you a long and happy association with us.*

### **MISSION STATEMENT**

Rosalie Nursing Care Centre's mission is to operate as a centre of excellence in the delivery of quality care to its residents.

### **PHILOSOPY**

Rosalie Nursing Care Centre's philosophy is to care for its residents with respect, kindness, and compassion, to uphold their dignity, privacy and comfort, to respect and endeavour to maintain their valued social role while conducting the administration and provision of quality care services in the highest professional manner.

## **AIMS AND OBJECTIVES**

Residents are acknowledged as members of the wider community with all attendant rights and responsibilities and as having a unique social, familial, cultural, religious, and spiritual experience

Consultation and choice in all aspects of care and lifestyle while not infringing on anyone else's rights

Enhancement of residents' dignity, privacy, and self-esteem

Opportunities to achieve and maintain independence

Freedom of speech without fear of reprisal

Security of tenure in a safe, secure, homelike atmosphere

Encouragement for relatives' involvement in resident care and socialisation

Supporting resident and relatives when life is no longer possible

Resident's clinical care needs will be identified and met by appropriately qualified staff

Consideration for the residents by caring, compassionate, motivated, and professional caring staff who work as a team

Conducting facility affairs with integrity and honesty, rendering service on a high ethical level

Continual improvement of the knowledge base of staff by ongoing training

The physical surroundings will continue to improve so the residents will be cared for in a home-like environment

All government changes to regulations will be implemented as applicable

**Christina McDonagh**  
**Director of Care**

**Acknowledgement of Receipt of Staff Handbook**

The Staff Handbook is designed to answer some of the questions which may arise in connection with your employment. It also provides you with information outlining processes and procedures affecting your employment.

Provisions of this handbook may be modified, revoked or changed by the Association at any time. Any changes will be communicated to employees.

Your signature below indicates that you have received, read and understood the contents of the Staff Handbook, and agree to abide by the policies.

**Acknowledgement**

I hereby acknowledge that I have read, understood, and will abide by the contents of the Staff Handbook.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





# Clients/Residents

## APPENDIX A Organisation Chart

